

GUAM COVID-19 INDUSTRY GUIDELINE

DROP LOUNGE, TUMON, GUAM

- **Signs and Messages**
 - Must post signs in highly visible locations at the entrance areas for employees and customers to properly wear mask upon entry and re-entry.
 - Must require customers and vendors to sign in the visitor log prior to entry. The log should include the date and time of the visit, name of the individual(s), assigned server and table/area of the bar, number of people, phone and e-mail address of each customer and vendor.
 - Must post signs in highly visible locations at the restroom areas for employees and customers to properly wash hands.
 - Consider placing posters in key areas to promote behaviors that prevent spread of COVID-19 when communicating with vendors, staff and customers.
 - Find free posters and graphic layouts of posters on the following websites - Department of Public Health & Social Services and US Centers for Disease Control & Prevention.
- **Masks**
 - Must require masks prior to entry for all employees, customers and vendors.
 - Must require all employees and vendors to wear masks at all times.
 - Must require customers to wear masks when not actively eating or drinking or when physical distancing is difficult.
 - Employees and vendors should avoid touching their masks once they are on their faces.
 - Employees and vendors should wash their hands with soap and water for at least 20 seconds or use hand sanitizer that contains at least 60% alcohol after touching masks on their faces.
- **Physical Distancing**
 - Must limit the number of customers in the bar based on current authorized occupancy rate as stated in the DPHSS guidance memorandum and follow local guidance on gathering requirements.
 - Must provide physical guides, such as tape on floors or sidewalks and signage, to ensure that individuals remain at least 6 feet apart.
 - Must mark distances of 6 feet for customers waiting for ID check. Consider a “hands-free” ID check system.

 - Must maintain 6 feet between tables.
 - If tables cannot be moved, consider putting signage on every other table or booth marked “DO NOT SIT”, “PHYSICAL DISTANCE TABLE” or “RESERVED FOR YOUR SAFETY”.
 - Consider plexiglass partitions with a top horizontal edge height with a minimum in 6 feet or 72 inches between booths as an alternative.

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- Must remove barstools at the bar or other locations where drinks are made and served unless the bar can maintain 6 feet between the bartender(s) and customers while ordering.
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- Must not offer any self-serve food or drink options, such as buffets, salad bars and drink stations.
- Must remove all self-service items (e.g., napkins, utensils, glassware, menus, condiments, food). Consider using disposable or digital menus (menus viewed on cellphones), single serving condiments, and no-touch trash cans and doors.
- Must relocate or cover any exposed clean silverware, dishes, glasses, pots and pans. Use disposable, single use items if feasible.
- Must regularly disinfect liquor bottles, pour stations, taps, ice scoops, etc. Use disposable, single cups if feasible.
- Must regularly clean high touch surface areas such as counters or hard surfaces between use. If pens or any equipment are used, employees should disinfect between uses and/or encourage customers to use their own pens.
- Must have a dedicated ordering area while maintaining 6 feet distance or place orders through servers while customers remain seated.
- Must require all outside food, beverage utensils and single use containers to be provided by an authorized source (e.g. licensed caterer with a food sanitary permit). Servers must deliver the pre-packaged foods to each customer. No chafing dishes or self service buffets will be allowed.
- Customers must wear face masks when speaking with the employees and orders must be placed while seated or at a designated order area with 6 feet physical distancing requirements.
- Bars must require disinfecting games, pool tables, dart boards, and other areas that have high-touch surfaces after each use by bar staff. Patrons must be required to sign in the visitor log per game and wash hands prior to each use of game equipment. Bars must keep all equipment behind the bar until games are reserved and used by each patron.
- For live music, bars must require ample distance (6 foot minimum) and install a plexiglass partition with a top horizontal edge height with a minimum in 6 feet or 72 inches above the stage floor between musicians and customers. Use of any and all dance floors is prohibited.
- Consider increasing staffing to help remind customers of physical distancing and to remove any customers that refuse to comply. Staff will need to actively monitor and inform customers of the health and safety guidelines. The bar has the right to refuse service to anyone not following guidelines.
- Consider using touchless payment options, if possible. If paying by cash or credit, consider having customers place the money or card on a receipt tray or on the counter rather than by hand to avoid direct hand to hand contact. Employees must wash their hands with soap and water for at least 20 seconds or use hand sanitizer that contains at least 60% alcohol after handling payments.

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- Consider placing lost and found items in a clear, sealed bag.
- Encourage outdoor seating as much as possible, if available.

- **Communal Spaces**
 - Must stagger employee use of shared spaces (e.g., break rooms) and require mask use at all times, except for eating, drinking or smoking.
 - Must limit any sharing of food, tools, equipment, or supplies by staff members.
 - Must limit the number of people in shared spaces at one time.
 - Must have each person disinfect the shared space after each use.
 - Consider closing shared spaces, if possible.

- **Hand Hygiene and Respiratory Etiquette**
 - Must provide hand-sanitizers or stations at the front of the bar and throughout the establishment.
 - Must require every employee to properly wash hands before, during, and after service.
 - Must require every employee to properly wash hands after touching garbage, using the bathroom, taking breaks, handling payments, or after coughing or sneezing.
 - Employees should always wash their hands with soap and water for at least 20 seconds after removing gloves.
 - Employees should avoid touching their eyes, nose, and mouth with gloved or unwashed hands.
 - Encourage employees to cover coughs and sneezes with a tissue (or use the inside of their elbow).
 - Must ensure gloves are worn by employees when they are completing these activities:
 - Removing garbage bags or handling and disposing of trash;
 - Handling used or dirty service items;
 - Cleaning and disinfecting surfaces.
 - Must ensure adequate supplies (e.g., paper towels, tissues, disinfectant wipes, masks).
 - Consider making available no-touch/foot pedal trash cans, and touchless systems, if available and feasible.
 - Consider placing signage on tables to show that they have been disinfected after previous customers.
 - If soap and water are not readily available for handwashing, use hand sanitizer that contains at least 60% alcohol.

- **Cleaning and Disinfection**

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- Must clean and disinfect frequently touched surfaces (e.g., door handles, cash registers, workstations, sink handles, bathroom stalls) at least daily, and as much as possible.
- Must clean shared objects (e.g., payment terminals, tables, countertops/bars, receipt trays, condiment holders) between each use.
- Must disinfect each table, chair and bar areas, and partitions (if any) after each customer or use.
- Must develop a schedule for increased routine cleaning and disinfection.
- Must use cleaning and disinfection products that meet EPA disinfection criteria and that are appropriate for the surface. Allow the disinfectant to remain on the surface for the contact time recommended by the manufacturer and follow the directions on the label or safety data sheet.
 - When cleaning and disinfecting, wear appropriate personal protective equipment.
 - Establish a disinfection routine and train staff on proper cleaning timing and procedures to ensure safe and correct application of disinfectants.
 - Wash, rinse, and sanitize used or dirty food contact surfaces with an EPA-approved food contact surface sanitizer.
 - Ensure that cleaning or disinfecting product residues are not left on table surfaces, which can cause allergic reactions or ingestion of chemicals.
- Must ensure safe use and storage of disinfectants to avoid food contamination and harm to employees and other individuals.
- Must use gloves when removing garbage bags or handling and disposing of trash.
- Consider covering chairs in a non-porous material for easy cleaning.
- Consider placing hand sanitizer on each table and place a sign on tables encouraging all customers to wash their hands or apply hand sanitizer
- Menus should be non-porous and must be disinfected between use. If paper menus are used, make them single use only. Consider alternatives like a menu board or QR code to access the online menu.
- Launder all work clothing, aprons, towels, cloth table covers (if any).

- **Ventilation**

- Consider improving the ventilation and air-conditioning (HVAC) system, if feasible. This may include some or all of the following activities:
 - Consider increasing total airflow supply to occupied spaces.
 - Consider increasing outdoor air ventilation.
 - Consider disabling demand-controlled ventilation (DCV) controls that reduce air supply based on occupancy or temperature during occupied hours.
 - Consider opening minimum outdoor air dampers to reduce or eliminate HVAC recirculation, if practical.
 - Consider improving central air filtration.
- Check filters to ensure they are within service life and appropriately installed.

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- Consider running the HVAC system at maximum outside airflow for 2 hours before and after occupied times.
 - If allowable, encourage outdoor use.
 - Consider using portable HEPA filtration units.
 - If fans such as pedestal fans or hard mounted fans are used in the bar, take steps to minimize air from fans blowing from one person directly at another individual. If fans are disabled or removed, employers should remain aware of, and take steps to prevent, heat hazards. (NOTE: Contact an occupational health and safety professional or ventilation specialist for advice on how to best utilize ventilation systems).
- **Health & Safety of Employees and Guests**
 - Consider conducting employee temperature screening and wellness checks before each shift. Temperature screening can include manual or thermal camera methods.
 - Evaluate your employee's health regularly and encourage them to stay home if they are sick (e.g., high temperature, flu-like symptoms). HIPAA guidelines and other laws should be followed at all times.
 - Educate and communicate with employees regarding symptoms, protocols for reporting to work and procedures should they come into close contact with a person under investigation with COVID-19.
 - Develop and/or update sick leave policies without fear of reprisal.
 - Require employees who have come into close contact with a person under investigation with COVID-19 to get tested, stay at home and monitor symptoms.
 - Contact DPHSS should an employee or employees test positive for COVID-19 for contact tracing.
 - Develop policies for return-to-work after COVID-19 illness.
 - Monitor absenteeism of employees, cross-train and create an on call roster.
 - Train all employees in safety actions.
 - Notifying staff, customers, and the public of business closures, and restrictions in place to limit COVID-19 exposure (e.g., limited hours of operation).
 - Communicate to the employees and customers what the bar is doing to mitigate the spread of COVID-19 (e.g., disinfection routine, health & safety guidelines, closure due to COVID-19 positive). Platforms for communication could include websites, reservation processes, hand-outs, and outdoor signage.
 - Continually monitor local and federal guidelines for changes in recommendations
 - Continually monitor and improve operational controls for cleaning, disinfection, workspace modifications, and physical distancing.
 - Consider rotating or staggering shifts with the same group of people to work at the same time to limit the number of employees possibly exposing each other at work.
 - Encourage employees to use transportation options that minimize close contact with others by riding alone or riding with household members only. For employees who using public transportation or ride sharing, they should wear masks at all times, avoid sharing items and wash hands before and after each trip.

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- Designate a staff person or manager who is responsible for COVID-19 management and concerns. All staff members should know who this person is and how to contact them.

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